



NEWS RELEASE

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CITY OF INDIANAPOLIS LAUNCHES IPHONE APPLICATION

*Potholes, high weeds and grass, trash collection issues, stray animals
can now be reported via RequestIndy Mobile*

INDIANAPOLIS – Mayor Greg Ballard today announced the launch of RequestIndy Mobile, a free application for iPhone, iPad and iPod Touch devices that allows users to report problems and request city services from the Mayor's Action Center (MAC).

"RequestIndy Mobile offers yet another way to connect with city government. Now, in addition to calling the MAC and submitting requests online through the RequestIndy portal, people are able to report issues as they spot them," Mayor Ballard said. "This is the next phase of development for the MAC in its mission to deliver outstanding customer service, and I am pleased to be able to tell residents, 'We have an app for that.'"

RequestIndy Mobile features include:

- Ability to attach an optional photo of the issue
- Ability to specify issue location via GPS, GIS map or street address
- Status check to track submitted issue to resolution
- Users can provide details about issues when they are reported, such as the description of a stray dog or whether a pothole has caused property damage
- Application is fully integrated into the City's enterprise-wide service system, including work management systems for every city department

RequestIndy Mobile is currently supported on iPhone, iPad, and iPod Touch devices running iOS V 3.1.3 and higher. Some older devices will not be able to access all features of the application, and devices lacking either a GPS or camera will experience slightly limited functionality; however, users still will be able to successfully submit requests.

RequestIndy is available for free at the Apple App Store by browsing the store. Users also may download it via the App Store in iTunes at <http://itunes.apple.com/app/requestindy/id445471885?mt=8>.

The application will continue to be tested throughout launch phases.

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